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AUTHOR Root, Christine; Glogowski, Maryruth
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ABSTRACT

Data concerning online searching in the State University of New York (SUNY) Library System was obtained from a 50-question survey of the 63 SUNY libraries conducted in March 1983. A total of 52 surveys were completed. It was found that: 18 campuses offered inhouse online search services to their patrons, 15 additional campuses offered access to online searching through a New York State Library pilot project, and 10 campuses were planning to implement online search services in the near future; the SUNY libraries performed 27,942 searches during the 1981/82 academic year (excluding LEXIS searches and other searches performed by end users); over half (56%) of all the searches reported were performed by the four health sciences/medical centers offering online search services; BRS was the system used most often by 11 campuses and DIALOG was used most frequently by 7 campuses; and more than a quarter of a million dollars was paid last year by SUNY libraries to database vendors. This publication presents survey results covering library online searching policies and procedures, the organization of online search services, training of search analysts, database and vendor usage, use of online services for ready reference, equipment used, and online searching budgets. Definitions of terms used in the survey, a directory of survey participants and the online systems they use, and a sample questionnaire are also provided. (ESR)

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AUTHORS: Christine Root
Hudson Valley Community College

Maryruth Glogowski
State University College at Buffalo

TITLE: Online Searching in SUNY Libraries

INSTITUTION: State University of New York Librarians Association (SUNYLA)

ABSTRACT: Data concerning online searching in the State University of New York Library System was obtained from a fifty question survey of SUNY Libraries conducted in Spring 1983 by the SUNYLA Library Automation Committee.

Eighteen campuses in the SUNY System are currently offering in house online search services to their patrons. Fifteen additional campuses offer access to online searching through a New York State Library pilot project. Ten campuses are planning to implement online search services in the near future. During the last year, the SUNY Libraries performed 27,492 searches (excluding LEXIS and other searches by end users). Eleven campuses named BRS and seven named DIALOG as the vendor systems used most often.

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Online Searching in SUNY Libraries

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A. DIRECTORY OF PARTICIPANTS AND SYSTEMS

B. SURVEY INSTRUMENT

I. PURPOSE

One of the perennial problems when implementing online search services in a library system is the lack of a central source of current information for online search service policies, procedures and practices. In order to address this problem the SUNYLA Library Automation Committee conducted a survey in March 1983 of the use of Online Search Services in SUNY Libraries. The purposes of the SUNYLA survey were as follows:

1. To collect information to help SUNY Libraries that are starting or continuing to develop online search services.

2. To identify resource people who can be consulted on questions relating to online search services; and,

3. To identify databases, vendor systems, and equipment in common use in order to facilitate joint procurement of services and equipment.

II. ADMINISTRATION OF THE SURVEY

The data collection instrument consisted of fifty questions covering such topics as policies and procedures, organization, training, cost and budget, and hardware in use. The survey instrument was sent to each director of the sixty-three SUNY Libraries. A cover letter outlining the purposes of the survey, plan of analysis, and definitions of terms was included with the instrument. An important instruction was the request to Library Directors to have the person who was directly responsible for online services complete the survey.

Fifty-two of the sixty-three surveys were completed. Analyses were grouped by type of campus (i.e. university center, health sciences/ medical center, four year college, community college, agricultural and technical college and specialized or statutory college). Analyses of personnel allocation, budget and cost did not identify individual campuses. If only one campus of a particular type responded to the questionnaire, data was or was not included at the discretion of the campus' library director. Other analyses (e.g. search systems, terminals used) identified individual campuses wherever appropriate. A list of institution specific search service names with the appropriate contact person, title, telephone number, and systems searched is included in the appendix to the survey results.

III. DEFINITION OF TERMS

Database - A collection of records of bibliographic or non-bibliographic information organized to provide efficient access usually by multiple access points (e.g. author, title, call number, subject, and keywords therein).

FTE - Full time equivalent.

Online search services - Services which enable library patrons, directly or through a search analyst, to access computer-readable databases and retrieve bibliographic or non-bibliographic information relevant to their interest or research. Not intended to include access to local campus databases (e.g. cataloging records, circulation records, student records). Similar terms: information retrieval services, computer-assisted reference services, database searching services.

Ready reference - In the context of this questionnaire, refers to the use of online search services to answer questions at the reference desk while the patron waits. Usually but not always used to locate or verify a specific item of information rather than to search for sources of information. Similar term: quick reference.

A Search - The use of a single database to satisfy one patron's inquiry. For this questionnaire, the use of more than one database to carry out a patron's inquiry constitutes multiple searches.

Search Analyst - A library professional who translates the patron's request for information into subject descriptors and search commands that are most likely to retrieve the desired information. A search analyst may or may not work directly with the patron, and may or may not use a terminal directly.

Vendor system - The computer system through which access is provided to computer-readable databases. Generally referred to by company (e.g. BRS, DIALOG, SDC, NLM) or software name (e.g. BRS' BRSSEARCH, DIALOG Information Services' DIALOG, SDC's ORBIT, NLM's ELHILL).

IV. RESULTS OF THE SURVEY

General Information

1. Number of responding Libraries by college category

	# of Responding Libraries
University Centers	3
Health Sciences/Medical Centers	4
Four Year Colleges	13
Specialized and Statutory Colleges	6
Agricultural and Technical Colleges	6
Community Colleges	20
	52

2. Provision of online search services by college category

	Offering Search Services	Not Offering Search Services
University Centers	3	0
Health Sciences/Medical Centers	4	0
Four Year Colleges	6	7
Specialized and Statutory Colleges	3	3
Agricultural and Technical Colleges	0	6
Community Colleges	2	18
	18	34

Many libraries indicated that the New York State Library database searching pilot project was an important part of their referral system and that the program's p ase down would influence online planning. Several libraries not offering in-house online search services do refer searches to other nearby institutions. Two of the libraries pay for the searches done for their faculty at neighboring institutions.

3. Libraries not currently offering online search services plan to start an online service in the near future.

Yes	10
No	19

4. A copy of institution specific individual survey responses can be made available to individuals and organizations as deemed appropriate by the SUNY Librarians Association.

Available	33
Confidential	2

Requests for institution specific data should be directed to Chairperson, SUNYLA Automation Committee, State University of New York at Albany, Albany, New York 12222.

NOTE: The following tabulations are based on the responses of 22 libraries at 18 SUNY campus libraries offering in-house online searching services at the time the survey was completed. Responses from libraries which offer searching referral services either to the New York State Library Pilot Project on Online Searching or to neighboring institutions are not included with the exception of question 29 where it is so noted.

The base number of libraries represented in the following tabulations is 22, although all libraries did not respond to all questions.

Policies and Procedures

5. a) Eligibility to use online search services by user status	# of Libraries where Eligible		# of Libraries where not Eligible	
Faculty	22	100%	0	0%
Graduate	21	95%	1	5%
Undergraduate Students	19	86%	3	14%
Outside Faculty	19	86%	3	14%
Outside Students	17	77%	4	23%
Community Users	19	86%	3	14%

b) Charging for online search services by user status	Libraries that Charge		Libraries that do not Charge	
Faculty	10	45%	12	55%
Graduate	12	57%	9	43%
Undergraduate Students	10	53%	9	47%
Outside Faculty	18	95%	1	5%
Outside Students	17	100%	0	0%
Community Users	18	95%	1	5%

6. Patron present when search is executed online	# of Libraries	%
Patron Present	10	45%
Patron not Present	12	55%
	22	100%

Only two libraries require that patrons be present during the execution of the search. A number of libraries request that the patron be present if it is felt that the online search process will require further decision making on the part of the patron. Some libraries qualified "yes" responses by stating that patrons are occasionally not present.

7. Average time lag between submission of a search request and the execution of the search online by the search analyst.

Average Time Lag	# of Libraries Reporting
24 hours	7
48 hours	3
3-5 days	1
1 week	1
2 weeks	2
No Response	8

8. Average time lag between execution of the search and the receipt of off-line print results.

	%	Time Lag by Vendor BRS	DIALOG	SDC	NLM	NYS	Total # of Responses
24 hours	3%	1					1
3-5 days	76%	11	11	2	4		28
1 week	11%		3	1			4
2 weeks	5%		1			1	2
Longer than 2 weeks	5%	—	—	—	—	2	2
	100%	12	15	3	4	3	37

Libraries gave individual responses for each vendor system used for a total of 37 responses. Although the vendor with the shortest time lag is BRS, one must bear in mind that this vendor is located in the same state as all libraries responding to the survey. Both DIALOG and SDC are located in California.

9. Retention of copies of search strategies.

Retain	12	54%
Do not retain	10	45%
	22	100%

10. Retention of copies of search results.

Retain	4	18%
Do not retain	18	82%
	22	100%

11. Retention of search request forms.

Retain	17	77%
Do not retain	5	23%
	22	100%

12. Have written policies or procedures for online search services.

Have	18	81%
Do not have	4	19%
	22	100%

13. Have standard search forms or search logs.

Have	21	95%
Do not have	1	5%
	22	100%

14. Promotion of online search services (lecture, presentation, or brochures).

Do	22	100%
Do not	0	0%
	22	100%

Organization of Online Search Services

Responses to questions 15 through question 18 are included in the Summary and Appendix section of this report.

19. Number of professionals searching per library.

High	10
Low	1
Average	4.1

Total # professionals searching - 108

20. Number of non-professionals providing support services per library.

High	3
Low	1
Average/Library	0.1

Total # non-professionals providing support - 13

21. Number of non-professionals searching - 0

NOTE: LEXIS requires end user searching. Thus 40 faculty and 750 student LEXIS users are not included.

22. Search analysts divided by subject (each searcher using only some databases).

Yes	6
No	19

NOTE: Many libraries that responded "no" were subject specialized branches or libraries that were already specialized (medical, legal, etc.).

23. Search analysts divided by vendor (e.g. cetain analysts search only BRS).

Yes	3
No	19

NOTE: In most cases only one vendor is use. Even when not applicable libraries responded "No".

Training of Search Analysts

	24. Training at start of Services				25. Training after Services Underway			
	All:	Most:	Some:	Total #	All:	Most:	Some:	Total #
Off campus by vendor	7	—	4	11	3	3	7	13
In library by vendor staff	—	—	3	3	2	0	3	5
In library by vendor tutorial	—	—	—	—	2	0	1	3
In library by library staff	1	—	2	3	3	3	4	10
On the job training	4	1	2	7	11	2	3	16
Other	1	1	0	2	10	2	3	15
	13	2	11	26	31	10	21	62

Libraries with more than one search analyst gave multiple responses. An individual library may have as many as 10 search analysts. Fourteen of the twenty-two libraries stated that at least some of their search analysts were trained by vendor staff. Only two libraries stated that initial search service analysts were trained by a library school program.

Vendor training was particularly recommended in combination with on the job training for searching both at the start up of search services and for analysts trained subsequently.

26. Local or regional search services users group available to area search analysts.

Yes	8	36%
No	9	41%
Not Answered	5	23%
	22	100%

Users Group cited:

—Buffalo Area Online Users Group
—Capital District Library Council Computer Based Reference Group
—Rochester Regional Research Library Council Online Users Group
—SNORS

27. a) Search analysts attend conferences or training sessions devoted to online searching.

Yes	21	95%
No	1	5%
	22	100%

b) Source of funding for training/conferences.

1.	Personal funds	2	8%
2.	Library funds	13	52%
3.	Library/personal funds	10	40%
		25	100%

Some libraries checked more than one statement. If the result of the conference was viewed as a source of gain in personal skills, category one or three was checked.

Use

28. a) Vendor systems used.

Vendor	# of Libraries	% of Libraries Using Vendor
Arbitration Services	1	4.5%
BRS	12	55%
DIALOG	15	68%
DOE/RECON	1	4.5%
Dow Jones	1	4.5%
ISI	2	9%
LEXIS	1	4.5%
New York Times	1	4.5%
NLM	6	27%
OHS	1	4.5%
SDC	3	14%
Source	1	4.5%

b) Vendor used most often.

Vendor	# of Libraries
BRS	11
DIALOG	7
SDC	0
NLM	2

Although more libraries had subscriptions or service contracts with DIALOG than any other vendor, only 47% of those who subscribe to DIALOG use that system most often. However, 92% of the libraries which subscribe to BRS use BRS most often.

29. a) Library use of the OCLC Affiliated Online Services.

Use	6
Do not use	16
	22

b) Libraries interested in cooperative approach to online search services.

Interested	24
Not interested	2

NOTE: This question was tabulated for all responding institutions; not just those currently offering online search services.

30. Ranking of use of online search services by user category.

User Category	Ranked #1	Ranked #2	Ranked #3
Faculty	11	6	5
Graduate Students	10	7	3
Undergraduate Students	1	8	7
Not answered	0	1	7
	22	22	22

#1 = highest rank, i.e., the primary user category.

Only one library reported that undergraduate students used online search services most often. Eleven libraries reported the greatest use by faculty; ten libraries reported the greatest use by graduate students. Faculty and graduate students are clearly the categories that use online search services most often. No libraries cited outside faculty, outside students or the community as the category requested online search services most often. The use of online search services may be influenced by the charging policies. See responses to question 5b. Approximately fifty percent of the libraries responding do not charge faculty or graduate students for the service.

31. Distribution of Searches by SUNY College Category.

	# of Searches	% of Total # of Searches SUNY System	Range of Volume of Searching Low	High
University Centers	4,832	18%	700	2,432
Health Sciences/ Medical Centers	15,424	56%	1,540	6,574
Four Year Colleges	2,842	10%	129	1,132
Specialized and Technical Colleges	4,369	16%	65	2,900
Agricultural and Technical Colleges	0			
Community Colleges	25*			
Total # of Searches	27,492	100%		

*Only reporting community college listed 25 searches for the first quarter. This was less than 10% of total # of searches.

NOTE: The above figures do not include the 1,033 hours of end user searching on LEXIS, the SDI's for one institution, or figures from three libraries which have not had online search services for a full academic year.

Over half (56%) of all of the searches reported in the SUNY units are performed by the four Health Science Medical Centers offering online search services.

32. Databases that would be used if available on a particular vendor system.

Vendor System	Database Name
BRS	BNA
	CAB
	CAS Dictionaries
	Excerpta Medica*
	Historical Abstracts
	Magazine Index
	Meteorological & Geoastrophysical Abstracts
	National Newspaper Index
	NCJRS
	OHS
	Scisearch
	Sociological Abstracts*
	Wilson Index
DIALOG	Dow Jones
	New York Times
ISI	Arts and Humanities Index
SDC	Sports

*Excerpta Medica (new name Embase) and Sociological Abstracts are now available on BRS.

Access to the New York Times database is not available through DIALOG, BRS or SDC. The New York Times Information Bank is available only from the Mead Data Central Corporation.

33. Subject areas that lack adequate coverage in publicly available databases as cited by responding libraries.

1. Anthropology
2. Ceramics
3. Humanities
4. Labor Unions
5. Language and Literature
6. Music
7. NIMH Current Literature
8. Non-destructive testing technology
9. Social Welfare
10. State Documents
11. Vision Sicence
12. Wildlife

Ready Reference

34. Online Search Services used for Ready Reference.

Used	19	86%
Not Used	3	24%
	22	100%

35. Terminals used for Ready Reference located near Reference Desk.

Yes	13	60%
No	6	27%
No Response	3	13%
	22	100%

36. Same terminals used for Ready Reference and regular online searches.

Yes	18	82%
No	1	4%
No Response	3	14%
	22	100%

37. Terminals used for searching used for other library services as well.

Yes	10	45%
No	9	41%
No Response	3	14%
	22	100%

38. Ready References Search Charging Policy.

Charged to Patron	0	0%
Not Charged to Patron	19	86%
No Response	3	14%
	22	100%

39. Limits placed on Ready Reference Searches (by type of question or amount of search time).

Libraries with Limits	15	68%
Libraries without Limits	4	18%
No Response	3	14%
	22	100%

40. Ready Reference Searches completed last academic year.

Total # SUNY	Range
3,754	10 low - 1,500 high

See definition of a search in the definitions section. A number of institutions offer ready reference but do not keep track of the number of ready reference questions answered. Thus, the total figure of 3,754 is a conservative estimate of the amount of ready reference searching in SUNY libraries.

41. Number of libraries using vendors for ready reference.

Vendor	# of Libraries
BRS	12
DIALOG	12
NLM	5
SDC	2
DOE/RECON	1
LEXIS	1

Equipment

42. Number of terminals used per library.

	# of Libraries	%
1 Terminal	13	59%
2 Terminals	7	32%
3-5 Terminals	2	9%
		100%

43. Baud rate used by libraries.

300 Baud 17 libraries
1200 Baud 11 libraries

Six libraries search at both 300 and 1200 baud.

44. Types of terminals used for online searching and recommendations.

Quantity	Manufacturer & Model #	Recommended
Print terminals		
2	DECWriter LA36	YES
2	DECWriter III	YES but buffer can be small
1	Dian 30	NO
1	Perkin/Elmer 1100	NO
	Texas Instruments (TI)	
4	300 Baud Silent 700	YES
1	1200 Baud Silent 700	YES
1	TI 720	YES
5	TI 745	YES(4) NO(1)-frequent replacement of the printhead
2	TI 780	YES
1	TI 785	YES
4	TI 787	YES
8	TI 820 KSR	YES(7) NO(1)-printhead makes seeing output difficult
1	TI 825	NO

CRTs/Micros

1	Apple II Plus	(New)
1	IBM Personal Computer	YES
1	Mead Data Central	(Leased)
1	Visual 100 - Zenith	
1	Volker Craig VC4404 & Epson MX80 printer	

Of the thirty-eight terminals in use by SUNY libraries, twenty-seven were manufactured by Texas Instruments. That results in 71% percent of the SUNY market.

45. Types of modems in use.

Quantity	Manufacturer & Model	Recommended
1	Apple Cat II	Yes
1	Anderson Jacobson 1245	Yes
1	Anderson Jacobson 1256	Yes
1	Anderson Jacobson 1259	Yes
1	Digicom Data Products AC 312	Yes
1	Hayes-Stack Smartmodem 1200	Yes
1	Multi-Tech MT 1200	Yes
1	Prentice	Yes
1	Racal-Vadic VA3413	No
1	Radio Shack TRS 80 Telephone Interface II	Yes
1	Vadic	
1	Ventel A/C 103	No

Budget

46. Start-up costs.

Very few of the libraries could supply accurate start-up cost figures. Those that did used any of a number of variables to help estimate their costs, e.g. hardware, furniture, documentation, vendor contracts, training, etc. The hard figures that were provided ranged from $600 to $16,000. Comments indicated that in certain libraries the equipment was already in-house and search analysts had come trained from previous positions. Three libraries cited $7000 as the start-up cost, then they indicated that this was the BRS contract only.

Funding of Start-up Costs

	Equipment	Travel & Training	Documentation
User Fees			
Library Budget	1	1	1
Campus Budget	2	3	
Grant	3	3	3
Gift	3	3	3

(Ranking 1, 2, 3 1 = most funding comes from this source)

47. Funding of ongoing costs.

Type of Budget	a) Overhead	b) Charges for Use
User Fees	4	2
Library Budget	1	1
Campus Budget	3	3
Grant/Gift	2	4

(Ranking 1, 2, 3, 4 1 = most funding comes from this source)

48. Most recent fiscal year expediture for online search service.

Categories	Expenditure	%
University Centers	$82,314	30%
Health Sciences/Medical Centers	91,536	33%
Four Year Colleges	23,542	9%
Specialized/Statutory Colleges	73,299	27%
Community Colleges	2,000	1%
SUNY Total	$272,691	100%

Paid from User Fees:	$76,494	28%	Range: High	$10,000
			Low	-0-
Paid from Other Sources:	$196,197	72%	Range: High	$16,764
			Low	468
Total	$272,691	100%		

It is interesting to note that although Health Sciences/Medical Centers execute 56% of the total volume of searches, they only represent 33% of the total expenditure for online searching.

49. Budgeting for search analyst skill development.

	# of Libraries Responding	
	Yes	No
Library budget set aside for:		
Online Training Sessions	12	8
Online Conferences	6	13
Sponsoring Workshops	6	12
Related Travel	9	12

More libraries set aside a budget for training sessions than any other skill development. However, some libraries pay for online conferences, workshops and related travel out of the general library budget.

50. Additional statements related to setting up or providing online search services.

These comments were used mainly to aid in the compilation of the survey.

V. SUMMARY

Searching began in 1968 when the medical libraries began to go online with the SUNY Biomedical Communication Network (BCN). The first university center came up in 1972 followed by the first four year college in 1974. Search services have been added in some SUNY unit almost every year since 1972. A number of SUNY libraries plan to go online in 1983-84.

Based on survey results as of March 1983, 5 libraries in 3 University Centers, 4 Health Sciences/Medical Center libraries, 6 Four Year College libraries, 2 Community College libraries, and 3 Specialized & Statutory College libraries were online. Fifteen additional SUNY libraries offer access to online searching through a New York State Library Pilot Project.

More than a quarter of a million dollars was paid last year by SUNY libraries to vendors such as BRS, DIALOG and NLM. Although subsidization is substantial, many libraries cover at least a portion of their costs through user fees.

During the year covered by the survey, SUNY libraries performed 27,492 searches (excluding LEXIS and other searches by end users). Over half (56%) of all searches reported in the SUNY units are performed by the four Health Sciences/Medical Centers offering online search services. The volume of searching reported by type of institution was as follows: University Centers--4,832 searches; Health Sciences/Medical Centers--15,424; Four Year Colleges--2,842; Community College--25; Agricultural and Technical Colleges--0; Specialized and Statutory Colleges--4,369.

SUNYLA Online Search Services Survey - Appendix: Participants and Systems

INSTITUTION	BEGAN	SEARCH SERVICE NAME	CONTACT PERSON/TITLE/PHONE	REPORTS TO
UNIVERSITY CENTERS				
ALBANY	1972	INFORMATION RETRIEVAL **BRS, DIALOG**	Sara D. Knapp Coordinator, Information Retrieval 518-457-5272	Assistant Director, Reference Services Division
BUFFALO(LAW)	1978	COMPUTERIZED INFORMATION RETRIEVAL **LEXIS**	Marcia Zubrow Head Reference Librarian 716-636-2160	Law Librarian
BUFFALO(LML)	1975	COMPUTERSEARCH **BRS, DIALOG**	Howard Pikoff Associate Librarian 716-636-2818	Head of Reference & ILL Services, Lockwood Library
BUFFALO(SEL)	1980	COMPUTERSEARCH SERVICE **BRS, DIALOG, DOE/RECON, SDC**	Vacant 716-636-2756	Director, Science & Engineering Library
STONY BROOK	1974	DATABASE SEARCHING **BRS, DIALOG, NYT, SDC**	Brenda Coven Coordinator of Database Searching 516-246-5977	Assistant Director for Public Services
HEALTH SCIENCES/MEDICAL CENTERS				
BUFFALO	1968	MEDLINE SEARCHING **BRS, NLM**	Karen Miller Associate Librarian Information Services Department 716-831-3337	Associate Director, Health Sciences Library
DOWNSTATE	1970	SEARCHING SERVICES **BRS, NLM**	Dennis Gaffney Reference Services 212-270-2106	Librarian
STONY BROOK	1970	COMPUTER SEARCH SERVICE **BRS, DIALOG, ISI, NLM**	Vacant Associate Director of Public Services 516-246-2515	Director
UPSTATE	1968	DATABASE SEARCHING **BRS, ISI, NLM**	Catherine Seeley Associate Librarian, Online Services 315-473-4580	Library Director

INSTITUTION	BEGAN	SEARCH SERVICE NAME	CONTACT PERSON/TITLE/PHONE	REPORTS TO
FOUR YEAR COLLEGES				
BUFFALO	1978	DATABASE SEARCHING **DIALOG**	Maryruth Glogowski Database Coordinator 716-878-6320	Head of Information Services
FREDONIA	1974	DATABASE SEARCHING **DIALOG, SDC**	Margaret Pabst Associate Librarian 716-673-3183	Head of Public Services
GENESEO	1979	COMPUTER ASSISTED BIBLIOGRAPHIC SEARCHING **BRS**	Pam Baxter Assistant Reference Librarian 716-245-5595	Associate for Information Services
NEW PALTZ	1981	ONLINE REFERENCE SERVICE **DIALOG**	Gerlinde Barley Coordinator of Online Reference Service 914-257-2212	Head of Reference
OSWEGO	1974	COMPUTER SEARCH SERVICE **BRS, DIALOG**	Natalie Sturr Head, Computer Search Service 315-341-4267	Coordinator of Information Services
PLATTSBURGH	1983	DATABASE SEARCHING/ BIBLIOGRAPHIC COMPUTER SEARCHING **DIALOG**	Lynne King Reference Librarian 518-564-3180	Head of Reference
COMMUNITY COLLEGES				
CORNING	1983	DATABASE SEARCHING **DIALOG**	Barbara Hornick-Lockard Director 607-962-9385	
FINGER LAKES	1983	ONLINE DATABASE SEARCHING **DIALOG**	Mary Beth Bell Associate Librarian 716-394-3500	Director, Division of Instructional Services

INSTITUTION	BEGAN	SEARCH SERVICE NAME	CONTACT PERSON/TITLE/PHONE	REPORTS TO
SPECIALIZED & STATUTORY				
ALFRED	1977	ONLINE LITERATURE SEARCHING **DIALOG**	Paul T. Culley Head, Technical Reference 607-871-2496	Library Director
CORNELL (ILR) CATHERWOOD	1978	ONLINE SEARCHING **Arbitration Service, BRS, DIALOG, DowJones, ORS, NYT, SDC, The Source**	Gordon T. Law, Jr. Reference Librarian 607-256-2277	Head Librarian
CORNELL (VET) FLOWER	1981	COMPASS (Computer-Assisted Search Service) **BRS, DIALOG, NLM**	Susanne Whitaker Veterinary Medical Librarian 607-256-5454 Ext.2515	University Librarian, Cornell University
CORNELL MANN	1968?	COMPASS **BRS, DIALOG**	James Markiewicz Coordinator of Online Services 607-256-5406	Head of Readers Services
OPTOMETRY	1978	(no name given) **DIALOG, NLM**	Margaret Lewis Librarian 212-420-5090	

SUNYLA ONLINE SEARCH SERVICES SURVEY

LIBRARY _____

Institution _____

Address _____

_____

Name of Person Responding _____

Title _____

Telephone _____

SUNYLA Online Search Services Survey

DEFINITIONS

Database - A collection of records of bibliographic or non-bibliographic information organized to provide efficient access usually by multiple access points (e.g. author, title, call number, subject, and keywords therein).

FTE - Full time equivalent.

Online search services - Services which enable library patrons, directly or through a search analyst, to access computer-readable databases and retrieve bibliographic or non-bibliographic information relevant to their interest or research. Not intended to include access to local campus databases (e.g. cataloging records, circulation records, student records). Similar terms: information retrieval services, computer-assisted reference services, database searching services.

Ready reference - In the context of this questionnaire, refers to the use of online search services to answer questions at the reference desk while the patron waits. Usually but not always used to locate or verify a specific item of information rather than to search for sources of information. Similar term: quick reference.

A Search - The use of a single database to satisfy one patron's inquiry. For this questionnaire, the use of more than one database to carry out a patron's inquiry constitutes multiple searches.

Search Analyst - A library professional who translates the patron's request for information into subject descriptors and search commands that are most likely to retrieve the desired information. A search analyst may or may not work directly with the patron, and may or may not use a terminal directly.

Vendor system - The computer system through which access is provided to computer-readable databases. Generally referred to by company (e.g. BRS, Lockheed, SDC, NLM) or software name (e.g. BRS' BRSSEARCH, Lockheed's DIALOG, SDC's ORBIT, NLM's ELHILL).

General Information

1. Is your campus a: UNIVERSITY CENTER _____ HEALTH SCIENCES/MEDICAL CENTER_____ FOUR YEAR COLLEGE _____ COMMUNITY COLLEGE _____ AG. & TECH. COLLEGE _____ OTHER _____

2. Are you currently offering online search services? YES _____ NO _____

3. If NO, are you planning to start an online search service in the future? YES _____ NO _____ COMMENTS _____

_____

_____

_____

4. A copy of your individual survey responses can be made available upon request to individuals and organizations as deemed appropriate by SUNYLA. YES _____ NO _____.

IF YOUR RESPONSE TO QUESTION 2 WAS "NO", BUT YOU PLAN TO START AN ONLINE SEARCH SERVICE, PLEASE COMPLETE THE PORTIONS OF THIS QUESTIONNAIRE THAT YOU CAN BASED ON YOUR PLANS.

Policies and Procedures

5. Who is eligible to use online search services?

	ELIGIBLE:	NOT ELIGIBLE:	CHARGED:	NOT CHARGED:
FACULTY	_____	_____	_____	_____
GRADUATE STUDENTS	_____	_____	_____	_____
UNDERGRADUATE STUDENTS	_____	_____	_____	_____
OUTSIDE FACULTY	_____	_____	_____	_____
OUTSIDE STUDENTS	_____	_____	_____	_____
COMMUNITY	_____	_____	_____	_____

6. Is the patron present when the search is executed? YES _____ NO _____ COMMENT _____

Policies and Procedures - Cont.

7. If NO, what is the average time lag between submissions of the search request and execution of the search by the search analyst?
24 HOURS _____ 48 HOURS _____ 3-5 DAYS _____ 1 WEEK _____ 2 WEEKS _____

COMMENT_____

8. What is the average time lag between execution of the search and receipt of offline printouts of search results?

SEARCH SYSTEM	24 HOURS	48 HOURS	3-5 DAYS	1 WEEK	2 WEEKS	LONGER
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

9. Do you keep copies of search strategies? NO _____ HOW LONG _____

10. Do you keep copies of search results? NO _____ HOW LONG _____

11. Do you keep search request forms? NO _____ HOW LONG _____

12. Do you have written policies or procedures relating to online search services? YES _____ NO _____

13. Do you have standard search request forms, log forms, or other forms?
YES _____ NO _____

14. Do you promote online search services with brochures, lectures, presentation, etc? YES _____ NO _____

If YES, please enclose copies.

Organization

15. In what year did you start the online search service?_____

16. What do you call your online search service (e.g. database searching, searching services, information retrieval)?_____

17. Who is in direct charge of online search services?
NAME_____ TELEPHONE NUMBER_____

TITLE_____

18. To whom does this person report, for the function of online search services, within the administrative organization of the library?

TITLE_____

19. How many professionals search? NUMBER OF PERSONS _____ FTE _____

Organization - Cont.

20. How many non-professionals provide support services?
NUMBER OF PERSONS _____ FTE _____

21. How many non-professionals search? NUMBER OF PERSONS _____ FTE _____

22. Are search analysts divided by subject, each searcher using only some of the databases? YES _____ NO _____ COMMENT _____

23. Are search analysts divided by vendor (e.g. some search only BRS)?
YES _____ NO _____ COMMENT _____

Training

24. When online search services were started, how were search analysts trained?

	ALL	MOST	SOME	NONE	RECOMMENDED METHOD
OFF-CAMPUS BY VENDOR STAFF	___	___	___	___	_____
IN LIBRARY BY VENDOR STAFF	___	___	___	___	_____
IN LIBRARY BY VENDOR TUTORIAL	___	___	___	___	_____
IN LIBRARY BY LIBRARY STAFF	___	___	___	___	_____
ON-THE-JOB TRAINING	___	___	___	___	_____
OTHER (SPECIFY)_____	___	___	___	___	_____

25. How were search analysts trained subsequently?

	ALL	MOST	SOME	NONE	RECOMMENDED METHOD
OFF-CAMPUS BY VENDOR STAFF	___	___	___	___	_____
IN LIBRARY BY VENDOR STAFF	___	___	___	___	_____
IN LIBRARY BY VENDOR TUTORIAL	___	___	___	___	_____
IN LIBRARY BY LIBRARY STAFF	___	___	___	___	_____
ON-THE-JOB TRAINING	___	___	___	___	_____
OTHER (SPECIFY)_____	___	___	___	___	_____

26. Is there a local or regional search services users group which arranges demonstrations and group training sessions for area search analysts?
NO _____ YES _____ NAME OF USERS GROUP _____

27. Do search analysts in your library attend conferences or training sessions related primarily to online search service?
NO_____ YES, PERSONALLY FUNDED _____ YES, PARTIALLY FUNDED BY LIBRARY _____
YES, FULLY FUNDED BY THE LIBRARY INCLUDING TRAVEL _____

COMMENT _____

Use

28. Which vendor systems do you use?

	# PASSWORDS	# DATABASES USED	RANK BY # SEARCHES (1 = MOST)
NY STATE LIBRARY (FREE SEARCHES)			
NY STATE LIBRARY (FOR FEE)			
BRS			
DIALOG			
SDC			
ISI			
NLM			
OTHER (SPECIFY)_____			

29. Do you use the OCLC Affiliate Online service? YES _____ NO _____
Are you interested in a cooperative approach to online search services in order to reduce the cost to each member library of a cooperative? YES _____ NO _____

30. Who uses online search services and what percent of charges do they pay?

	RANK BY # SEARCHES (1 - MOST)	CONNECT CHARGES (%)	DATABASE ROYALTY FEES (%)	PRINTING CHARGES (%)	OTHER COSTS (%)
FACULTY					
GRADUATE STUDENTS					
UNDERGRADUATES					
OUTSIDE FACULTY					
OUTSIDE STUDENTS					
COMMUNITY					

31. How many searches did you perform during the last completed academic year (see definition of search)?

NUMBER _____ REPORTING PERIOD _____

COMMENTS_____

32. Are there known databases that you would use if they were available on a particular vendor system?

VENDOR SYSTEM	DATABASE NAME

Use - Cont.

33. Are there databases lacking in certain subject areas that you might use if available? NO _____ YES _____ SUBJECT AREAS _____

_____

Ready Reference

34. Are online search services used for ready reference? YES _____ NO _____

35. Are the terminals that are used for ready reference located near the reference desk? YES _____ NO _____

36. Are these the same terminals that are used for regular online search service? YES _____ NO _____

37. Are these terminals used for other purposes as well? YES _____ NO _____

38. Are ready reference searches free of charge? YES _____ NO _____

39. Are these ready reference searches limited by type of questions, amount of connect time, etc.? YES _____ NO _____ COMMENT _____

_____

40. How many ready reference searches were completed during the last complete academic year? (See definition of search)

NUMBER _____ REPORTING PERIOD _____

COMMENT _____

41. Which vendor systems do you use for ready reference?
BRS _____ DIALOG _____ SDC _____ OTHERS (SPECIFY) _____

Equipment

42. How many terminals do you use? NUMBER _____

43. Do you search at 300 BAUD _____ 1200 BAUD _____ BOTH SPEEDS _____

44. What type of terminals do you use?

QUANTITY	MANUFACTURER & MODEL #	CRT/PRINTER	PURCHASED?	DO YOU RECOMMEND?
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Equipment - Cont.

45. What type of modems do you use?

QUANTITY	MANUFACTURER & MODEL #	CRT/PRINTER	PURCHASED?	DO YOU RECOMMEND?

Cost and Budget

46. Start up costs: Amount $_____ Comment _____
How were start-up costs funded? (Give percentages or rank in each column)

	EQUIPMENT	TRAVEL & TRAINING	DOCUMENTATION
USER FEE			
LIBRARY BUDGET			
CAMPUS BUDGET			
GRANT			
GIFT			
OTHER (SPECIFY)			

47. How are on-going costs funded? (Give percentages or rank in each column)

	OVERHEAD	CHARGES PER USE
USERS FEES		
LIBRARY BUDGET		
CAMPUS BUDGET		
GRANT		
GIFT		
OTHER (SPECIFY)		

48. What was the most recent fiscal year's expenditure for online search services?

PAID FROM USES REES _____ PAID FROM OTHER SOURCES_____

REPORTING PERIOD_____

Cost and Budget - Cont.

49. Does the library set aside a budget for:

	YES	NO
TRAINING SESSIONS?	_____	_____
ONLINE CONFERENCES?	_____	_____
SPONSORING WORKSHOPS?	_____	_____
RELATED TRAVEL?	_____	_____

50. Do you have any additional statements you would like to make related to setting up or providing online search services? COMMENT_____

_____

_____

_____

_____